

CSC Adopted: September 2001, CSC Revised: _____**Class Title: Public Safety Telecommunicator III****BRIEF DESCRIPTION OF THE CLASSIFICATION:**

Supervises, coordinates, and evaluates the work of dispatch personnel engaged in public safety dispatching and emergency call operations. Responds to requests for police, fire, and emergency medical services via multi-line telephones, including 911 lines and computer-aided dispatch (CAD). Operates various telecommunications equipment to dispatch public safety units and monitor radios and telephone calls.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the classification. The following examples do not identify all duties performed by any single incumbent. Specific requirements of individual positions are described in the Job Description.

Physical Strength Code		ESSENTIAL FUNCTIONS
1	S	Supervises operations by scheduling personnel, notifying personnel of new procedures, documenting leave requests, maintaining equipment, monitoring telephone calls for quality control, monitoring radio system for significant events, handling complaints, and assisting personnel with difficult calls.
2	S	Receives emergency requests as needed by answering multi-line telephones, including 911 lines and computer-aided dispatch (CAD), sending information to dispatcher, and verifying information given by caller.
3	S	Dispatches police, fire, and emergency medical service units as needed by relaying information to street units, verifying information, following up with callers, and monitoring radio transmission.
4	L	Performs other duties by coordinating information between departments and notifying the proper parties of natural disasters, emergencies, or events, and educating the public.

CSC Adopted: September 2001, CSC Revised: _____**CLASS REQUIREMENTS:**

CLASS REQUIREMENTS	
Formal Education / Knowledge	Work requires knowledge of a specific vocational, administrative, or technical nature which may be obtained with six months/one year of advanced study or training past the high school equivalency. Junior college, vocational, business, technical or correspondence schools are likely sources.
Experience	Five years of experience.
Certifications and Other Requirements	Valid Driver's License, VCIN Certification, CPR/EMD Certification, Typing 30 WPM
Reading	Work requires the ability to read signal codes, street maps, general orders, policies and procedures, memos and letters.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication and division.
Writing	Work requires the ability to write work sheets, evaluations and work assignments.
Managerial	Managerial responsibilities include planning staffing for emergencies and special events.
Budget Responsibility	N/A
Supervisory / Organizational Control	Work requires functioning as a lead worker performing essentially the same work as those directed, and includes overseeing work quality, training, instructing, and scheduling work.
Complexity	Work requires analysis and judgment in accomplishing diversified duties. Work requires the exercise of independent thinking within the limits of policies, standards, and precedents.
Interpersonal / Human Relations Skills	Contacts others within the organization. These contacts may involve similar work units or departments within the City which may be involved in decision making or providing approval or decision making authority for purchases or projects. In addition, works with individuals outside the City who may belong to professional or peer organizations. Working with various state and federal agencies may also be required. Vendors and suppliers may also be called upon for information on purchases, supplies or products. Meetings and discussions may be conducted with customers, brokers and sales representatives.

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Sedentary	X	Light	Medium	Heavy	Very Heavy
S = Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time		L = Light Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	M = Medium Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	H = Heavy Exerting 50-100 lbs. occasionally, 25-50 lbs. frequently, or up to 10-20 lbs. constantly.	VH = Very Heavy Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
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This is a description of the way the job is currently performed; it does not address the potential for accommodation.

PHYSICAL DEMANDS	FREQUENCY CODE	DESCRIPTION
Standing	F	Copier, fax machine, training, from station to station, at console, reviewing maps, reference books and relaying information, checking warrants, supervision
Sitting	C	Computer, desk work, answering telephone at console, training, supervision
Walking	O	Inter-office, from station to station, to/from checking warrants, to/from office area
Lifting	O	Office supplies, files, reports, headset, flashlight, maps, directories, books, manuals, hand-held radio, telephones
Carrying	O	Office supplies, files, reports, headset, flashlight, maps, directories, books, manuals, hand-held radio, telephones
Pushing/Pulling	O	Radio console operation, chairs, tables
Reaching	F	Fire/Rescue radio console operation, buttons on telephone, to dispatch console, to reference materials
Handling	F	Office supplies, files, reports, headset, flashlight, maps, directories, books, manuals, hand-held radio, telephones
Fine Dexterity	C	Computer keyboard, answering telephone at console, dispatching, paging system, writing
Kneeling	R	Operation of foot pedals, CPR training
Crouching	R	Fixing modems, restoring computers
Crawling	N	
Bending	R	Reaching appropriate equipment or tools, at console, printer use, fixing modems, restarting computers
Twisting	R	Reaching appropriate equipment, dispatching
Climbing	R	Ladder, stairs to/from building
Balancing	R	While on ladder
Vision	C	Computer, desk work, filing, answering telephones, dispatching, supervision
Hearing	C	Telephone, radio, dispatching, co-workers, supervisors, caller information, police, fire or other medical emergency team member, meetings
Talking	C	Telephone, radio, dispatching, co-workers, supervisors, caller, police, fire or other medical emergency team member
Foot Controls	C	Dispatching equipment
Other (specify)	F	Life and death stress situations

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Multi-line telephone console, Motorola radio console, EMD (Emergency Medical Dispatch) Pre-arrival cards, NAWAS Phone (Weather Alert and High Priority Lines), headsets, Dictaphone recorders, hand held portable radio, dispatch map book, city directories, city phone listings, cross reference directories, console emergency contact books, maps, copy machine, fax machine, NCIC printer (NRDB), ANI (Automated number locator), ALI (Automated location indicator) printer, city wide emergency contact book (Supervisors console (5)), CAD (computer aided dispatch) manual, Hazmat contact and product identification book, NFPS (Norfolk Fire paramedical services) fire demand zone book, Public Safety activity code list, TDD (Telephone Device for the Deaf) keyboard, Paper trimmer, paper shredder, chairs, wrecker sheet, evacuation boxes, flashlights, training tools: TV, VCR, tapes, videos, VCIN (Virginia Criminal Information Network) book, NCIC (National Crime Information Center) book, NFPS complaint and incident card, NFPS Rolodex, Standard Microsoft Windows and Office software, CAD, Pistol 2000, GLINK (Out of State inquiries), Sims II, Snap personal computer, PRC, interfaces and software for all described programs, Internet/Intranet

ENVIRONMENTAL FACTORS:

D = Daily	W = Several Times Per Week	M = Several Times Per Month	S = Seasonally	N = Never
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HEALTH AND SAFETY		ENVIRONMENTAL FACTORS	
Mechanical Hazards	N	Dirt and Dust	D
Chemical Hazards	N	Extreme Temperatures	S
Electrical Hazards	N	Noise and Vibration	N
Fire Hazards	N	Fumes and Odors	M
Explosives	N	Wetness/Humidity	N
Communicable Diseases	S	Darkness or Poor Lighting	N
Physical Danger or Abuse	N		
Other (see 1 below)	N		

PRIMARY WORK LOCATION	
Office Environment	--
Warehouse	--
Shop	--
Vehicle	--
Outdoors	--
Other (see 2 below)	X

(1)

(2) Communications Center

PROTECTIVE EQUIPMENT REQUIRED:

None

NON-PHYSICAL DEMANDS:

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NON-PHYSICAL DEMANDS	
Time Pressures	F
Emergency Situations	F
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	R
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	C
Tedious or Exacting Work	O
Noisy/Distracting Environment	C
Other (see 3 below)	N

(3)

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